



Lodging Management Skill Standards Checklist

CERTIFICATION AREAS COMPLETED:

- _____ Principles of Hospitality*
- _____ Front of House Lodging Operations
- _____ Back of House Lodging Operations
- _____ Ancillary Lodging Operations
- _____ A minimum of 900 work hours

Student Name _____

School District _____

YA Consortium _____

YA Coordinator _____

High School Diploma/GED/HSED

Date Received _____

Level One Requirements: Complete Principles of Hospitality plus a minimum of one additional area.
A minimum of 450 work hours.

**Total Hours
Employed**

Company Name

Phone #

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Instruction for the Worksite Mentor

The Skill Standards Checklist is a list of competencies (tasks) to be achieved through mentoring at the worksite.

- Each competency has three levels.
- The worksite mentor should rate each competency as the student acquires and demonstrates the skill.
- A competency may be revisited and the score raised as the student becomes more proficient at the worksite.
- The mentor and the student should go over the checklist together on a regular basis (at a minimum every 9 weeks) to record progress and plan future steps to complete the required competencies.

Please sign this page if you have been a mentor, trainer or instructor of this student.

CERTIFICATION: I certify that this student has successfully completed the competencies required in my department.

_____	Mentor/Trainer Signature	_____	Printed Name
_____	Department	_____	Date Signed
_____	Mentor/Trainer Signature	_____	Printed Name
_____	Department	_____	Date Signed
_____	Mentor/Trainer Signature	_____	Printed Name
_____	Department	_____	Date Signed
_____	Mentor/Trainer Signature	_____	Printed Name
_____	Department	_____	Date Signed
_____	Mentor/Trainer Signature	_____	Printed Name
_____	Department	_____	Date Signed
_____	Instructor Signature	_____	Printed Name
_____	Department	_____	Date Signed
_____	Instructor Signature	_____	Printed Name
_____	Department	_____	Date Signed

Principles of Hospitality

RATING:

3 = Moderately skilled, can complete job with limited supervision.

2 = Limited skill, required instruction and close supervision.

1 = Exposed to the concept but no hands-on experience.

Operate the Switchboard

Score

- | | | | |
|---|---|---|---|
| 1. Able to operate the switchboard with references. | 3 | 2 | 1 |
| 2. Able to operate the switchboard without prompts. | 3 | 2 | 1 |
| 3. Competent at switchboard duties. | 3 | 2 | 1 |

Operations of Lodging Properties

- | | | | |
|---|---|---|---|
| 4. Locate, read and/or discuss the marketing plan of the apprenticeship site. | 3 | 2 | 1 |
| 5. Develop a methodology for tracking conformance and dissonance between the product and the marketing plan as you progress through the apprenticeship. | 3 | 2 | 1 |
| 6. Demonstrate how you will track future areas of conformance and dissonance by evaluating the areas/departments in which you have previously performed apprenticeship duties on this property. | 3 | 2 | 1 |

Career Success Traits

How the Student Related Concepts of Corporate Etiquette to the Lodging Property

- | | | | |
|---|---|---|---|
| 7. Works well with others in switchboard department. | 3 | 2 | 1 |
| 8. Becomes quickly acclimated to new social situations. | 3 | 2 | 1 |
| 9. Presents a poised work persona. | 3 | 2 | 1 |
| 10. Demonstrates awareness of the importance of the team nature of the lodging staff. | 3 | 2 | 1 |
| 11. Maintains composure in difficult social situations. | 3 | 2 | 1 |
| 12. Incorporates listening into the communication process. | 3 | 2 | 1 |
| 13. Utilizes recommended conversational skills. | 3 | 2 | 1 |
| 14. Daily attire is consistent with the corporate image of the facility. | 3 | 2 | 1 |
| 15. Daily grooming is consistent with the corporate image of the facility. | 3 | 2 | 1 |
| 16. Shows respect for members of the opposite gender. | 3 | 2 | 1 |
| 17. Shows respect to the rights of the disabled. | 3 | 2 | 1 |
| 18. Shows respect for the rights of people of all races. | 3 | 2 | 1 |

- | | | | | |
|-----|--|---|---|---|
| 19. | Shows respect to owners and/or members of management. | 3 | 2 | 1 |
| 20. | Shows respect to all patrons and guests. | 3 | 2 | 1 |
| 21. | Gives undivided attention to mentors when being trained. | | | |

_____ **Total # of Competencies rated 1 or higher (21 Required)**

_____ **Total # of Competencies rated 2 or higher (17 Required)**

Comments: _____

Front of House Operations

RATING:

3 = Moderately skilled, can complete job with limited supervision.

2 = Limited skill, required instruction and close supervision.

1 = Exposed to the concept but no hands-on experience.

Relate Concepts and Principles of Concierge Duties to the Lodging Industry

Score

1. Demonstrate safety and security awareness.	3	2	1
2. Demonstrate awareness of the facility's marketing mission.	3	2	1
3. Define the position of Concierge as it relates to the overall product of the lodging industry.	3	2	1
4. Describe the guest market served by the Concierge.	3	2	1
5. Identify the basic tools used by the Concierge.	3	2	1
6. Outline the basic services provided by a Concierge.	3	2	1
7. Demonstrate ethical practices in the performance of Concierge duties.	3	2	1
8. Describe the operation of a "Concierge Level/Floor" in a lodging industry.	3	2	1

Perform Reservation Duties

9. Perform reservation duties with references.	3	2	1
10. Perform reservation duties without prompts from other personnel.	3	2	1
11. Apply principles of corporate etiquette to reservation duties.	3	2	1
12. Reserve rooms	3	2	1
13. Confirm reservations.	3	2	1
14. Cancel reservations.	3	2	1
15. Make changes to existing reservations.	3	2	1
16. Perform ancillary reservation duties.	3	2	1
17. Ability to utilize the technology of the apprenticeship site.	3	2	1
18. Demonstrate safety and security awareness.	3	2	1
19. Demonstrate awareness of the facility's marketing mission.	3	2	1

Demonstrate Bellstaff Responsibilities

20. Demonstrates safe lifting techniques.	3	2	1
21. Apply principles of corporate etiquette to Bellstaff duties.	3	2	1

Demonstrate Bellstaff Responsibilities (continued)

22.	Demonstrate safety and security awareness.	3	2	1
23.	Demonstrate awareness of the facility's marketing mission.	3	2	1
24.	Identify the standard duties performed by the department.	3	2	1
25.	Demonstrate appropriate reporting technique for gratuities.	3	2	1

Perform Front Desk Duties

26.	Able to perform front desk duties with references.	3	2	1
27.	Able to perform front desk duties without prompts from other personnel.	3	2	1
28.	Demonstrate principles of corporate etiquette to front desk duties.	3	2	1
29.	Demonstrate safety and security awareness.	3	2	1
30.	Demonstrate awareness of the facility's marketing mission.	3	2	1
31.	Perform ongoing Front Desk Duties.	3	2	1
32.	Respond to guests' requests.	3	2	1
33.	Determine the clients' needs.	3	2	1
34.	Register guests.	3	2	1
35.	Perform cashiering duties.	3	2	1
36.	Check guests out.	3	2	1

Identify Supervisory Techniques Employed by Management

37.	Identify supervisory techniques with references.	3	2	1
38.	Identify techniques used by the supervisor in <u>planning</u> .	3	2	1
39.	Identify techniques used by the supervisor in <u>organizing</u> .	3	2	1
40.	Identify techniques used by the supervisor in <u>delegating authority</u> .	3	2	1
41.	Identify techniques used by the supervisor in <u>problem solving and decision making</u> .	3	2	1
42.	Identify techniques used by the supervisor in <u>motivating</u> .	3	2	1

_____ **Total # of Competencies rated 1 or higher (42 Required)**

_____ **Total # of Competencies rated 2 or higher (34 Required)**

Comments: _____

Back of House Lodging Operations

RATING:

3 = Moderately skilled, can complete job with limited supervision.

2 = Limited skill, required instruction and close supervision.

1 = Exposed to the concept but no hands-on experience.

Perform basic maintenance tasks

Score

1. Identify safe procedures to be used in operating outdoor power equipment.	3	2	1
2. Identify efficient procedures to be used in the operation and maintenance of outdoor power equipment.	3	2	1
3. Identify procedures to be followed in an emergency.	3	2	1
4. Demonstrate an understanding of the facilities lawn mowing process.	3	2	1
5. Demonstrate an understanding of the operation of ancillary lawn care equipment.	3	2	1
6. Demonstrate minor repair techniques used in general lodging maintenance.	3	2	1
7. Demonstrate an understanding of the facilities snow removal process.	3	2	1

Relate Concepts and Principles of Sanitation to the Lodging Industry

8. Identify basic methods of sanitizing guestrooms.	3	2	1
9. Identify steps for supervisors to take in protecting workers from blood borne viruses.	3	2	1
10. Define "food borne illness, outbreak, clean and sanitation."	3	2	1
11. Discuss reasons for maintaining a sanitary food service operation.	3	2	1
12. Discuss items that factor into food borne illness.	3	2	1
13. Identify the goals of a sanitation program.	3	2	1
14. Identify the role of management in reaching those goals.	3	2	1
15. Identify ways to instill the proper attitude toward sanitation (staff/public).	3	2	1
16. Discuss the need for Hazard Analysis Critical Control Point food safety system in food service establishments.	3	2	1
17. Follow an organized system to maintain proper sanitation levels.	3	2	1

Perform Housekeeping Related Duties

18. Perform duties related to the position of "Lobby Attendant".	3	2	1
19. Perform duties related to the position of "Room Attendant".	3	2	1
20. Perform selected duties related to housekeeping supervision.	3	2	1

Perform Basic Food Service Duties

21.	Demonstrate appropriate tools and methods for handling them to cut food products.	3	2	1
22.	Demonstrate appropriate methods to accurately measure foods for recipe ingredients.	3	2	1
23.	Demonstrate proper mixing procedure(s).	3	2	1
24.	Demonstrate proper dusting procedure(s).	3	2	1
25.	Demonstrate proper seasoning procedure(s).	3	2	1
26.	Prepare basic fruits, salads, salad dressings, dips and spreads.	3	2	1
27.	Prepare cold plates.	3	2	1
28.	Prepare appetizers and hors d'oeuvres.	3	2	1
29.	Prepare cold sandwiches.	3	2	1
30.	Plate food.	3	2	1
31.	Demonstrate computer techniques related to food service.	3	2	1
32.	Apply principles of sanitation, safety, and personal hygiene.	3	2	1
33.	Demonstrate the ability to function as a team member.	3	2	1

Identify Supervisory Techniques Employed by Management in the Hospitality Industry

34.	Demonstrate supervisory techniques employed by management with references.	3	2	1
35.	Identify techniques used by the supervisor in understanding customers.	3	2	1
36.	Identify techniques used by the supervisor to set quality service standards.	3	2	1
37.	Identify techniques used by the supervisor in developing a quality team.	3	2	1
38.	Identify techniques used by the supervisor to evaluate the status of established quality control systems.	3	2	1
39.	Identify techniques used by the supervisor in pro-active problem solving.	3	2	1

Career Success Traits**How the Student Related Concepts of Corporate Etiquette to the Lodging Property**

40.	Works well with others in housekeeping department.	3	2	1
41.	Becomes quickly acclimated to new social situations.	3	2	1
42.	Presents a poised work persona.	3	2	1
43.	Demonstrates awareness of the importance of the team nature of the lodging staff.	3	2	1
44.	Maintains composure in difficult social situations.	3	2	1
45.	Incorporates listening into the communication process.	3	2	1
46.	Utilizes recommended conversational skills.	3	2	1
47.	Daily attire is consistent with the corporate image of the facility.	3	2	1
48.	Daily grooming is consistent with the corporate image of the facility.	3	2	1

Career Success Traits (continued)**Score**

49.	Shows respect for members of the opposite gender.	3	2	1
50.	Shows respect for the rights of the disabled.	3	2	1
51.	Shows respect for the rights of people of all races.	3	2	1
52.	Shows respect to owners and/or members of management.	3	2	1
53.	Shows respect to all patrons and guests.	3	2	1
54.	Gives undivided attention to mentors when being trained.	3	2	1
55.	Reports for work as scheduled.	3	2	1
56.	Is punctual.	3	2	1

_____ **Total # of Competencies rated 1 or higher (56 Required)**

_____ **Total # of Competencies rated 2 or higher (45 Required)**

Comments:

Ancillary Lodging Operations

RATING:

3 = Moderately skilled, can complete job with limited supervision.

2 = Limited skill, required instruction and close supervision.

1 = Exposed to the concept but no hands-on experience.

Provide Convention Services.

	<u>Score</u>		
1. Apply principles of corporate etiquette to convention service duties.	3	2	1
2. Demonstrate the steps necessary for booking small meetings.	3	2	1
3. Communicate accurately with the planner of small meetings.	3	2	1
4. Perform set-up duties prior to small meetings.	3	2	1
5. Provide services to small meetings while they are taking place.	3	2	1
6. Perform breakdown duties following small meetings.	3	2	1
7. Demonstrate the steps necessary for booking large meetings.	3	2	1
8. Communicate accurately with the planner of large meetings.	3	2	1
9. Perform set-up duties prior to large meetings.	3	2	1
10. Provide services to large meetings while they are taking place.	3	2	1
11. Perform breakdown duties following large meetings.	3	2	1
12. Convention Services Exit Interview.	3	2	1
13. Demonstrate safety and security awareness.	3	2	1
14. Demonstrate awareness of the facility's marketing mission.	3	2	1

Identify Supervisory Techniques Employed by Management in the Hospitality Industry

15. Demonstrate techniques used by the supervisor in selecting employees.	3	2	1
16. Demonstrate techniques used by the supervisor in training employees.	3	2	1
17. Demonstrate techniques used by the supervisor in appraising and compensating employees.	3	2	1
18. Demonstrate techniques used by the supervisor in counseling employees.	3	2	1
19. Demonstrate techniques used by the supervisor in handling disciplinary problems.	3	2	1
20. Demonstrate techniques used by the supervisor in dealing with labor relations.	3	2	1

Relate Concepts and Principles of Back Office Operations to the Lodging Industry

21. Able to relate concepts and principles of back office operations to the lodging industry with references.	3	2	1
22. Identify basic accounting principles that are used in the lodging industry.	3	2	1

Relate Concepts and Principles of Back Office Operations to the Lodging Industry (continued)

23.	Apply basic accounting principles to the preparation of reports commonly used in lodging properties.	3	2	1
24.	Perform basic tasks related to financial planning.	3	2	1

Perform Front Desk Duties at an Advanced Level

25.	Able to perform front desk duties at an advanced level with references.	3	2	1
26.	Able to perform front desk duties at an advanced level without prompts from other personnel.	3	2	1
27.	Able to perform front desk duties at an advanced level utilizing the technology of the apprenticeship site.	3	2	1
28.	Apply principles of corporate etiquette to front desk duties.	3	2	1
29.	Demonstrate safety and security awareness.	3	2	1
30.	Demonstrate awareness of the facility's marketing mission.	3	2	1
31.	Perform ongoing front desk duties.	3	2	1
32.	Respond to guests' requests.	3	2	1
33.	Respond to clients' requests.	3	2	1
34.	Register guests.	3	2	1
35.	Perform cashiering duties.	3	2	1
36.	Check guests out.	3	2	1
37.	Compile front desk reports.	3	2	1
38.	Handle guests' complaints.	3	2	1

Demonstrate Techniques Basic to the Position of Manager on Duty

39.	Become certified by the Red Cross in first aid techniques.	3	2	1
40.	Become certified by the Red Cross in CPR techniques.	3	2	1
41.	Demonstrate the proper use of fire extinguishing equipment.	3	2	1
42.	Demonstrate techniques for dealing with difficult customers.	3	2	1
43.	Demonstrate proper techniques for preparing an incident report.	3	2	1
44.	Demonstrate proper techniques for responding in writing to a guest complaint.	3	2	1
45.	Demonstrate the proper methods for handling keys.	3	2	1
46.	Demonstrate proper patrolling techniques.	3	2	1
47.	Demonstrate the proper methods for handling lost and found items.	3	2	1

_____ **Total # of Competencies rated 1 or higher (47 Required)**

_____ **Total # of Competencies rated 2 or higher (38 Required)**

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Instructor/Mentor Comments:

Date Signed _____

Notes

This image shows a full page of blank handwriting practice paper. It features 20 evenly spaced horizontal blue lines across the entire page, providing a guide for letter height and placement. The lines are consistent in color and thickness throughout.